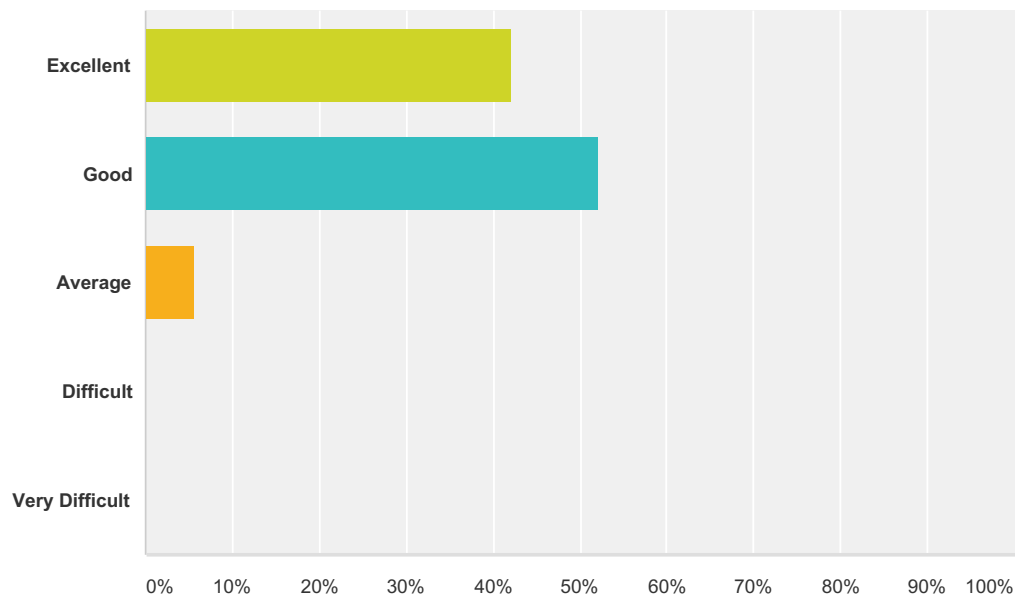


Q1 Please rate your overall experience with the FY2016 certification review process.

Answered: 71 Skipped: 0



Answer Choices	Responses
Excellent	42.25% 30
Good	52.11% 37
Average	5.63% 4
Difficult	0.00% 0
Very Difficult	0.00% 0
Total	71

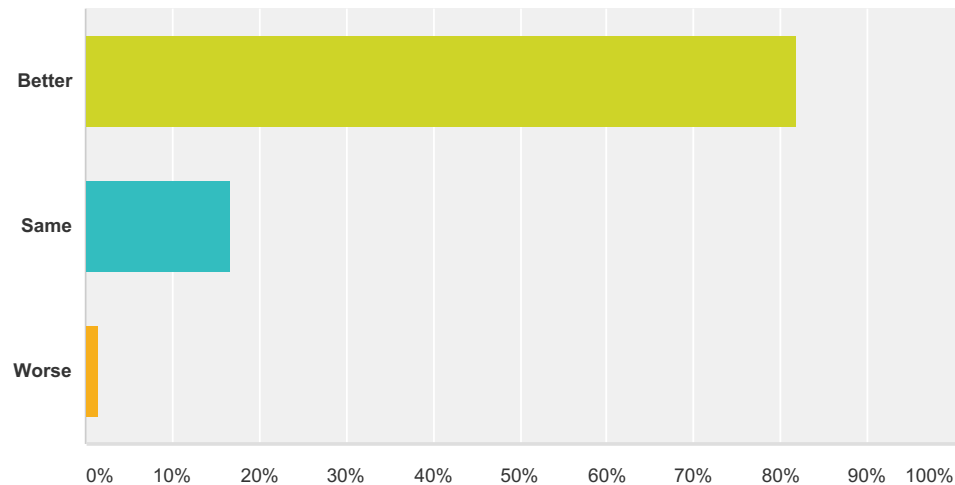
#	Please provide additional comments.	Date
1	The certification process was much smoother this year. I think it was a great help to the process that the local advisers had more control over the approval process for things such as the LA-3 and LA-13. It expedited a process that was unnecessarily bottlenecked.	1/29/2016 11:31 AM
2	Thank you Bruce and Scott and Joanne for all of your work; all of your advice; your reasonable manner on issues; your willingness to listen; and your professionalism. I do, however, have some comments below on issues in this certification process.	1/27/2016 3:32 PM
3	Overall the process seemed more predictable than in prior years, with the review and timeframes consistent with what was discussed at the beginning of the process.	1/26/2016 1:40 PM
4	I am pleased with the way the certification went this year. Everyone was professional and timely.	1/26/2016 12:35 PM
5	Great Advisor!	1/20/2016 7:15 AM
6	The process is significantly better. Most notable difference occurred when our Field Rep submitted his report and stats to only one review person who turned it around quickly. In prior certifications, multiple people were reviewing the Field Reps report and statistics, almost competing with each other to find something wrong. This wasted a tremendous amount of time and generated a lot of unnecessary delays in the process. This type of duplication and foolishness finally appears to have been eliminated! I also thought reviewing State owned land early eliminated delays that typically occurred near the end of the process.	1/14/2016 10:56 AM

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7	We submitted everything to our rep on September 15, 2016. I know Steve had some questions, but I believe we answered everything he asked. We did not receive Preliminary certification until November 16, 2015.	1/13/2016 10:46 AM
8	For a relatively simple town with basically no commercial property, the process took 4 months.	1/13/2016 9:34 AM
9	The field rep was very organized and able to work with our community while also working with others. Often, there are questions or issues that need to be addressed that can take time to resolve and this rep did not allow that to slow the process nor did it seem to move us to the bottom of "the list".	1/12/2016 3:08 PM
10	Completed in a reasonable time frame.	1/12/2016 1:27 PM
11	Hope this will be the	1/12/2016 11:53 AM
12	I WAS VERY PLEASED WITH THE SMOOTHNESS OF THIS CERTIFICATION.	1/12/2016 11:12 AM
13	As a new assessor this was a very intimidating time, however my rep and his supervisor went above and beyond to make sure I had the guidance I needed.	1/12/2016 10:59 AM
14	For the Triennial it went quite smoothly.	1/12/2016 10:23 AM
15	It went smoothly and relatively painless.	1/12/2016 10:03 AM
16	Communication is a big plus!	1/12/2016 9:59 AM
17	Ryan was very patient and great to work with.	1/12/2016 9:39 AM
18	Advisor was excellent. He worked with our office and provided constructive feedback.	1/12/2016 9:38 AM

Q2 How did the FY2016 certification review compare to your last certification?

Answered: 66 Skipped: 5



Answer Choices	Responses
Better	81.82% 54
Same	16.67% 11
Worse	1.52% 1
Total	66

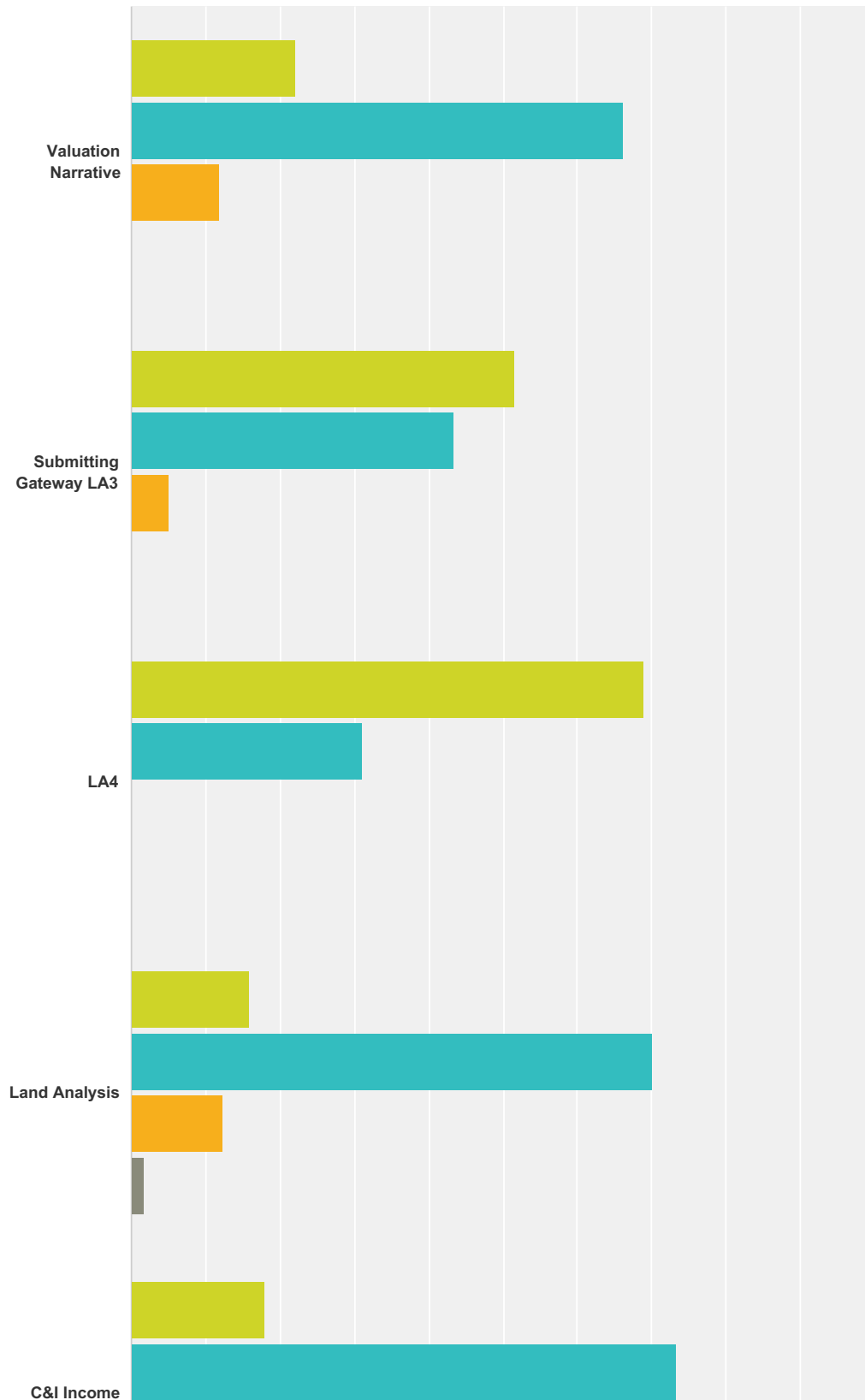
#	Please provide comments.	Date
1	The previous certification was much more arduous due to the centralization of the approval process.	1/29/2016 11:31 AM
2	I am a newer assessor, but have been through three certification reviews in seven years with three different certification advisors. This one was the most difficult and I think that all of us (DOR, certification advisor, TAP program and myself) still need to do a better job together. It was a combination of issues: I came to Hopkinton in 1/2015 to a position that had been vacant for the previous six months and it was a very challenging year; the certification advisor wants everything early, but then because of their workload and visits to other communities, there are several weeks before you hear from them again; the requirement and the expense for a new valuation on the Hopkinton LNG facility and the extended period of time for the report to be completed by the appraiser created some timing issues; and valuation issues (like our Alta Legacy Apartments) where we need to spend much too much time convincing DOR that our value increase is warranted.	1/27/2016 3:32 PM
3	this was my first Certification as an Assessor. In the past as a clerk watching the Assessor they would have a more difficult time.	1/27/2016 9:54 AM
4	Same though done with new individual handling our community. I felt everything moved along quickly.	1/26/2016 1:51 PM
5	Same comment as above.	1/26/2016 1:40 PM
6	We completed our FY16 certification 3.5 to 4 weeks quicker than our last certification in FY13	1/14/2016 10:56 AM
7	Quicker turnaround on information	1/13/2016 1:26 PM
8	If the stats were okay, there was no need to provide further information in 2016 cert. Our last reval was 2012 and it seemed to be a more difficult process, but to be honest, I don't remember the specifics.	1/13/2016 10:46 AM
9	Much faster	1/13/2016 9:36 AM
10	Last certification was precise and though there were the usual hangups, the process was much smoother and capable.	1/13/2016 9:34 AM

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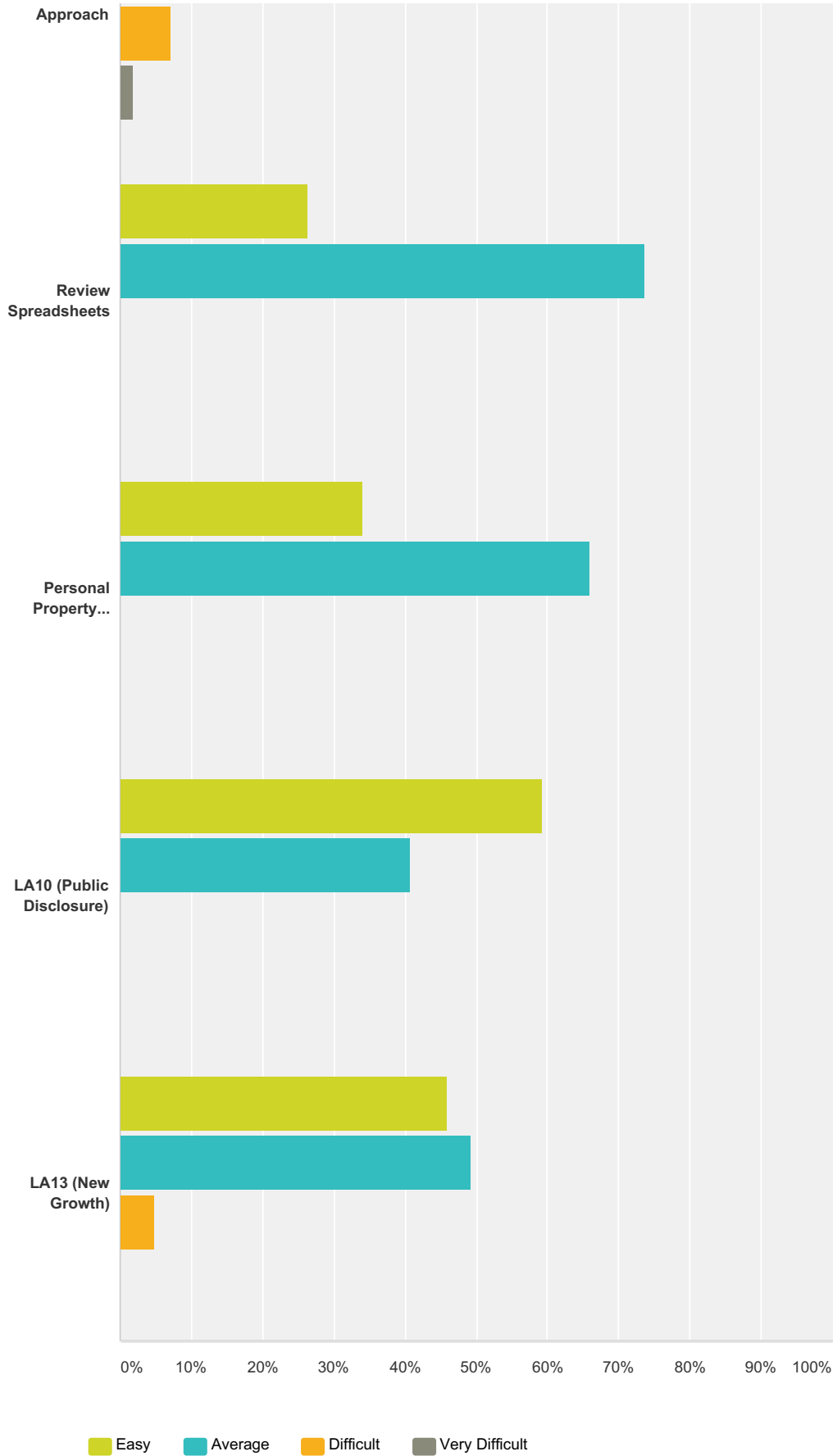
11	FY2016 a revaluation year for Southwick, the tax rate was certified 11-13-2015. Which was earlier than the last revaluation FY2013 certified on 11-30-2012.	1/13/2016 9:17 AM
12	It seems that there was far less micro managing for this certification and that BLA respected the abilities and experience of the Assessors.	1/12/2016 3:08 PM
13	It seemed to run smoother.	1/12/2016 1:27 PM
14	Having on person handling the whole process was so much easier and time effective	1/12/2016 1:00 PM
15	We had Bruce Morgan and he was fantastic about what he would need, preparing lists, informative. I would imagine a community with a fairly new assessor his preliminary meeting and reports would be invaluable.	1/12/2016 12:35 PM
16	It was a breeze!	1/12/2016 11:53 AM
17	BETTER BY FAR.	1/12/2016 11:12 AM
18	n/a this was my first	1/12/2016 10:59 AM
19	The sales review and the growth review went a lot easier.	1/12/2016 10:23 AM
20	1st one for me.	1/12/2016 10:03 AM
21	Having the Field rep certify New Growth is a huge improvement because they are familiar with the community.	1/12/2016 9:59 AM
22	Process more streamlined.	1/12/2016 9:53 AM
23	This was my first triennial certification since becoming Town Assessor in 2013, so I have nothing to compare it to.	1/12/2016 9:44 AM
24	Much better. The process was more seamless and didn't get bogged down like 3 years ago.	1/12/2016 9:38 AM
25	Cannot really comment. This was my first revaluation	1/12/2016 9:35 AM

Q3 Please rate your experience with producing the following certification review materials.

Answered: 69 Skipped: 2



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	Easy	Average	Difficult	Very Difficult	Total
Valuation Narrative	22.03% 13	66.10% 39	11.86% 7	0.00% 0	59
Submitting Gateway LA3	51.67% 31	43.33% 26	5.00% 3	0.00% 0	60
LA4	68.97% 40	31.03% 18	0.00% 0	0.00% 0	58
Land Analysis	15.79% 9	70.18% 40	12.28% 7	1.75% 1	57
C&I Income Approach	17.86% 10	73.21% 41	7.14% 4	1.79% 1	56
Review Spreadsheets	26.32% 15	73.68% 42	0.00% 0	0.00% 0	57
Personal Property Reports	33.93% 19	66.07% 37	0.00% 0	0.00% 0	56
LA10 (Public Disclosure)	59.38% 38	40.63% 26	0.00% 0	0.00% 0	64
LA13 (New Growth)	46.03% 29	49.21% 31	4.76% 3	0.00% 0	63

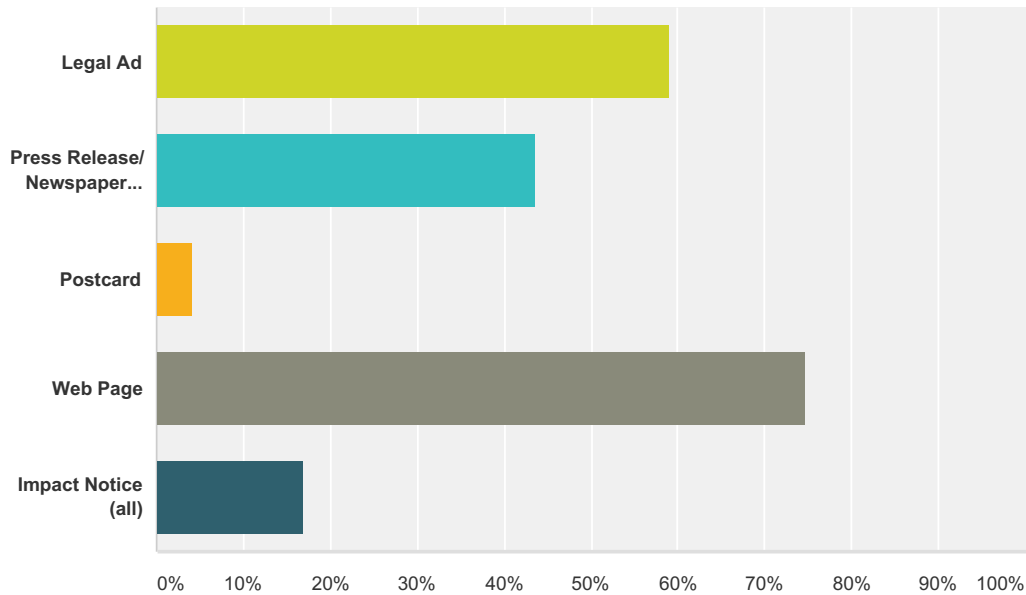
#	Please provide additional comments.	Date
1	We had our vendor help with the certification especially the commercial properties.	1/28/2016 3:34 PM
2	A well-developed plan with my certification advisor, my internal staff and my outside consultant from Mayflower valuation allowed us to complete all of the necessary documents in a timely and efficient manner.	1/27/2016 3:32 PM
3	West Newbury has hired Patriot Properties so most of my experience is more with Mark Harrell and Tom Dawley. Tom was helpful and always available for questions when I needed.	1/27/2016 9:54 AM
4	My advisor was great and quick to respond any questions I had.	1/27/2016 8:32 AM
5	Those items that I did not check were created by Patriot Properties for our submission. I believe everything went smoothly.	1/26/2016 1:51 PM
6	Slight difficulty getting large files through gateway. New growth process took longer than expected with some unexpected inquiries of questionable relevance.	1/26/2016 1:40 PM
7	With the exceptions of the LA4, LA10, and LA13 all were submitted by the Community Advisor and the Revaluation Company.	1/20/2016 7:15 AM
8	I thought having the Field Reps handling the entire process including approving the LA-3, LA-4, LA-10 and LA-13 made the process more organized and run smoothly. Another major improvement!	1/14/2016 10:56 AM
9	Took a little bit to maneuver the LA3 into Gateway	1/13/2016 1:26 PM
10	LA13 was difficult because we had a large mixed-use development come on line for FY16. Other than that it was easy.	1/13/2016 10:46 AM
11	I would relish some additional training on how to complete the LA-13 easier.	1/13/2016 9:47 AM
12	Land residuals are very difficult and it seems to be a superfluous exercise. I believe residuals reveal nothing.	1/13/2016 9:30 AM
13	When there are "0" values in the gateway forms, you can't tab and just type because the "0" stays. It would be easier to do the data entry if when you tab to a field, the info in that field is overwritten.	1/12/2016 3:08 PM
14	Personal Property and C/I were contracted out.	1/12/2016 11:48 AM
15	DUE TO THE WEB SITE NO INTEREST IN THE NEW VALUES AS IN PREVIOUS YEARS!!	1/12/2016 11:12 AM
16	All were easy as our CAMA vendor, PK, provided all of the materials.	1/12/2016 10:03 AM
17	Most was done by consultants	1/12/2016 9:59 AM
18	Could not complete this section, every time I clicked an additional topic, one would disappear.	1/12/2016 9:53 AM
19	everything was easy...however this survey won't allow me to select easy for each one	1/12/2016 9:47 AM

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20	This section doesn't allow me to click the same rating for subsequent lines (can't choose "Average" twice). Any difficulties I encountered were due to my inexperience with the certification process, since this was my first eval. It was definitely a "learn-as-you-go" process, which sometimes made it more stressful.	1/12/2016 9:44 AM
21	THIS PAGE WILL ONLY LET ME CHECK ONE BOX ON THE WHOLE PAGE.	1/12/2016 9:44 AM
22	There is a problem as this will not allow more than one check per choice. All fall into the easy or average rating	1/12/2016 9:39 AM
23	It will only let me check one circle. I will make them all ave.	1/12/2016 9:39 AM
24	As we have Patriot as our data base, amd as part of our service Chris Keefe our rep from Patriot does most of this work for us, therefore I can only answer for that which I extered	1/12/2016 9:39 AM

Q4 Please check the following box (or boxes) on the type of public disclosure conducted during the FY2016 certification.

Answered: 71 Skipped: 0



Answer Choices	Responses
Legal Ad	59.15% 42
Press Release/ Newspaper Article	43.66% 31
Postcard	4.23% 3
Web Page	74.65% 53
Impact Notice (all)	16.90% 12
Total Respondents: 71	

#	Please provide any comments on results.	Date
1	We only sent Impact notices to our Island properties. Covered mostly all basis with Website and newspaper.	1/28/2016 3:34 PM
2	Impact notices to second homes only.	1/28/2016 9:12 AM
3	Thank you for allowing public disclosure while we were still waiting for the valuation update on the Hopkinton LNG facility.	1/27/2016 3:32 PM
4	I had a legal ad put in the Newburyport Dailey news and also I put a public disclosure on the front page of the town's web site. I also had posted in town hall FY16 valuations were in books at the Library and Assessors office to review the new FY16 Values.	1/27/2016 9:54 AM
5	Similar number of inquiries compared to the legal ad used in the past.	1/27/2016 8:32 AM
6	Notices are still costly and cumbersome, but likely a necessary "evil" until we can more definitively rely on electronic notification.	1/26/2016 1:40 PM
7	Proposed valuation reports were also made available at the Town Clerk's Office and within the Town Library - results were good as the taxpayer was able to view their valuation(s) prior to contacting this office for an explanation of their change in valuation(s).	1/20/2016 7:15 AM

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8	Advertising public disclosure on our web page saved time in getting final certification as well as money on a legal ad which has become very expensive. I also found more people saw the public disclosure ad than when it appeared as a legal ad in our local newspaper.	1/14/2016 10:56 AM
9	Only impact notices to those properties well over and above the average increase (residential condominium owners).	1/13/2016 1:07 PM
10	My community is used to looking at the town's web site, so disclosure went very smoothly. We had a few people call us with questions, which resulted in correction of data errors.	1/13/2016 10:46 AM
11	Impact Notices sent to all those not in our zip code. Impact Statement listing all accounts available in Town Hall, Town Hall Annex and Public Library during normal hours and meetings.	1/13/2016 9:47 AM
12	We used an ad just to be sure it was published when we wanted it to be.	1/13/2016 9:36 AM
13	Please note: Impact notice to out of town addresses only. Valuation books were available at two libraries.	1/13/2016 9:30 AM
14	Received about the same amount of inquiries as prior years.	1/13/2016 9:17 AM
15	Impact notices for all properties with out-of-town mailing addresses (all property types). the Press release also ran on the local TV station as an "ad" and streaming on the bottom of the screen.	1/12/2016 3:08 PM
16	Left lists at the Town Hall and Library for day or evening hours. Posted in newspaper and on the web page. Sent Impact Notices to all out of town tax payers.	1/12/2016 1:27 PM
17	Public disclosure is an antiquated, useless part of the process, left over from earlier times. It should be removed from certification requirements entirely.	1/12/2016 12:48 PM
18	Being in Western Mass not all our taxpayers use/have internet so we felt that using all three methods would inform the taxpayers of the certification changes.	1/12/2016 11:53 AM
19	NO INTEREST IN NEW VALUES!! I WAS VERY SURPRISED!	1/12/2016 11:12 AM
20	we also put the notice on the boards of the library, council on aging and the door of town hall. I think educating the constituents as to why they should review the data would be useful.	1/12/2016 10:59 AM
21	Impact notice sent to out of town owners outside of the newspaper radius, also material available at Public Library and outside of office.	1/12/2016 9:47 AM
22	WE RAN A LEGAL ADD FOR 5 DAYS, IT WAS VERY EXPENSIVE.	1/12/2016 9:44 AM

Q5 Did the valuation of any special use properties (Top 5 taxpayer properties, solar facilities, etc.) cause problems or delays and if so, how could they be better dealt with?

Answered: 51 Skipped: 20

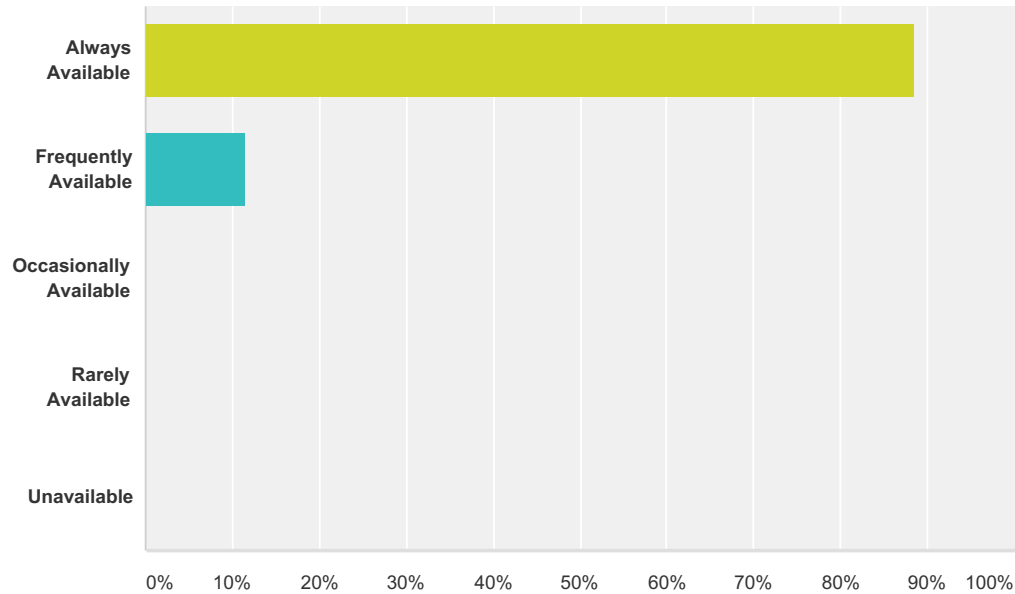
#	Responses	Date
1	no	1/28/2016 9:12 AM
2	Yes. The town paid \$35,000 two years ago to value the Hopkinton LNG facility. My intention was to value the property again for Fiscal Year 2017 and plan for that expense in my budget, but you required an update for 2016 that cost \$15,000 that was an unfunded mandate.	1/27/2016 3:32 PM
3	none	1/27/2016 9:54 AM
4	NO	1/27/2016 9:42 AM
5	No	1/27/2016 8:32 AM
6	No problems.	1/26/2016 3:56 PM
7	No	1/26/2016 1:51 PM
8	Generally no. We have limited the number of special use properties that need to be valued outside the CAMA system, and this revaluation DLS staff recognized this.	1/26/2016 1:40 PM
9	Not this year	1/26/2016 12:35 PM
10	Not this year, but having been recently contacted by a Solar Co. who had stated that they have solar farms within three different towns (1 tax agreement/2 personal property) and none were assessed the same - they themselves are trying to estimate taxes that would be due per year for upcoming projects and now feel that an assessment is extremely high for one of their sites as compared to other towns - abatement to be filed within that other town? Also, having spoken with other towns that have tax agreements it has been said that they have to "fudge" the valuation each year to match the tax amount within the tax agreement for that year - if a tax agreement is based on the valuation why do they now have to "fudge" a valuation within their computer system each year to match the agreement? I would like to see the Department of Revenue develop a universal solar valuation method that can be used in valuing both tax agreements and personal property.	1/20/2016 7:15 AM
11	My only complaint during certification would be that DOR was not properly prepared to handle Solar Farm valuations. Our Field Rep told us this was a hot button issue so we started in the Spring seeking advice on our methodology. It was the last issue to be resolved before final certification was obtained. That issue should have been better handled. Seemed to be a disconnect between BLA and BMFL on this issue.	1/14/2016 10:56 AM
12	no	1/13/2016 1:57 PM
13	No	1/13/2016 1:26 PM
14	Not sure yet, our lone solar PILOT agreement was converted into a Personal Property tax bill. Have not yet received feedback from the company about being billed as opposed to paying a PILOT.	1/13/2016 1:07 PM
15	No.	1/13/2016 10:55 AM
16	No	1/13/2016 10:46 AM
17	Solar	1/13/2016 10:46 AM
18	Not applicable	1/13/2016 9:47 AM
19	no	1/13/2016 9:36 AM
20	Solar facility tax agreement should appear on page 3 of recap and not be part of a personal property billing. The value is set to reflect payment but when tax rate changes they are billed with a wrong amount. I still need to address this by revised billing.	1/13/2016 9:30 AM
21	No delays	1/13/2016 7:47 AM

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22	Not during this certification.	1/12/2016 3:08 PM
23	I had a problem with a solar project holding up my certification. Once that was done, everything else went smoothly.	1/12/2016 2:19 PM
24	no	1/12/2016 1:27 PM
25	Although it did not cause problems for us, the solar facility valuation method should be spelled out more clearly as to what the DOR wants to see	1/12/2016 1:00 PM
26	No	1/12/2016 12:48 PM
27	No	1/12/2016 12:41 PM
28	no	1/12/2016 12:35 PM
29	No	1/12/2016 12:03 PM
30	I did have an issue with my Hydro-electric appraisal holding up my certification because it didn't get reviewed at the top in a timely manner and when it was - questions arose that could have been answered prior to the certification process.	1/12/2016 11:53 AM
31	No problems	1/12/2016 11:48 AM
32	No problems	1/12/2016 11:38 AM
33	N/A	1/12/2016 11:34 AM
34	No	1/12/2016 11:34 AM
35	Solar Farm valuations were problematic.	1/12/2016 11:33 AM
36	No.	1/12/2016 11:24 AM
37	NO PROBLEMS!	1/12/2016 11:12 AM
38	we valued the solar property for the first time. I think using a single consultant for the cap rate may cause problems if abatements are requested as only that vendor could defend the rate.	1/12/2016 10:59 AM
39	no	1/12/2016 10:31 AM
40	NO	1/12/2016 10:30 AM
41	the 504's work in progress	1/12/2016 10:23 AM
42	None	1/12/2016 10:13 AM
43	No	1/12/2016 10:03 AM
44	No issue here	1/12/2016 9:59 AM
45	No delays	1/12/2016 9:53 AM
46	NO	1/12/2016 9:44 AM
47	no it was a good process	1/12/2016 9:39 AM
48	no	1/12/2016 9:39 AM
49	PILOT programs were in place before re-certification but were problems that once explained would have been in our last interin or re-cert folders.	1/12/2016 9:39 AM
50	No problem. Sent out impact notices to the 112 class due to the dramatic increases in values.	1/12/2016 9:38 AM
51	Yes, difficulty with solar facilities. Easier to put it on page 3 of the Recap	1/12/2016 9:35 AM

Q6 To what extent was the certification advisor available to provide assistance and answer questions throughout the certification process?

Answered: 70 Skipped: 1



Answer Choices	Responses
Always Available	88.57% 62
Frequently Available	11.43% 8
Occasionally Available	0.00% 0
Rarely Available	0.00% 0
Unavailable	0.00% 0
Total	70

#	Please provide additional comments.	Date
1	Ryan Johnson is great!	1/28/2016 9:12 AM
2	I commend my certification advisor on this issue. Bruce (and on occasion when we needed them, both Scott and Joanne) was always available for questions and advice even though we did not agree on how every issue should be addressed.	1/27/2016 3:32 PM
3	Tom Dawley had given me his cell phone and email to use and call any time. He was fantastic!!!	1/27/2016 9:54 AM
4	First of all I would like to thank Steve McCarthy our Certification Advisor for his expertise and understanding of the situation that the City of Fall River was facing during this 2016 reval, with a new assessor on board. Steve was instrumental in guiding our office through this most difficult period. Going forward we now understand what needs to be done and I am currently setting a plan in motion for this office.	1/26/2016 3:56 PM
5	Availability was fine - we recognize they are often busy with other communities and can't immediately respond. I would say overall response time good and maybe better than prior years.	1/26/2016 1:40 PM
6	Tom Dawley was very prompt	1/26/2016 12:35 PM

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7	Bruce Morgan was excellent throughout the process. He was available, efficient and attentive to any issues that arose.	1/26/2016 11:41 AM
8	Advisor was prompt in returning calls.	1/20/2016 7:15 AM
9	Our Field Rep made himself very available to our needs and questions. When he could not answer a question he was very prompt at researching the issue and getting us an answer which was much appreciated and kept the process moving.	1/14/2016 10:56 AM
10	certification advisor Gerard Creen was of great help- thanks to Gerry	1/13/2016 1:57 PM
11	Bruce Morgan was outstanding in terms of his availability to answer questions. He is extremely well informed on policies, and provided excellent direction and exhibited patience and good advice.	1/13/2016 1:07 PM
12	Dealing only with one individual through out the process was preferable to receiving calls from others.	1/13/2016 9:47 AM
13	Sandra Bruso went above and beyond.	1/13/2016 9:30 AM
14	Very available. Quick to respond to emails and calls.	1/12/2016 3:08 PM
15	If you had to leave a message, Joe would get back to you as soon as he could. It was a pleasant experience.	1/12/2016 1:27 PM
16	Ryan Johnson did an excellent job! We are very happy that we have him as our local advisor.	1/12/2016 11:53 AM
17	This was my first revaluation and my Certification Advisor went above and beyond to ensure it was successful.	1/12/2016 11:48 AM
18	Bruce Morgan was very helpful. I can't say enough good things about him.	1/12/2016 11:38 AM
19	SANDRA WAS A WONDERFUL HELP TO US. WE HAD A NEW ASSESSOR, WENT TO A UPDATE D COMPUTER AND REVAL ALL AT THE SAME TIME!!! SHE WAS THERE FOR ME. HELPFUL, REASSURING, UNDERSTANDING. SHE COULD NOT HAVE BEEN BENEFICIAL.	1/12/2016 11:12 AM
20	Sandra Bruso was excellent.	1/12/2016 10:30 AM
21	Very pleased to have Bruce Morgan as our advisor.	1/12/2016 9:59 AM
22	Always available and repsonded in a quick manner (Ryan Johnson)	1/12/2016 9:47 AM
23	Bruce Morgan was consistently patient with my questions and any difficulties I encountered in my first reval. He is a gentleman, whose broad experience and knowledge of the process are great assets to DLS.	1/12/2016 9:44 AM

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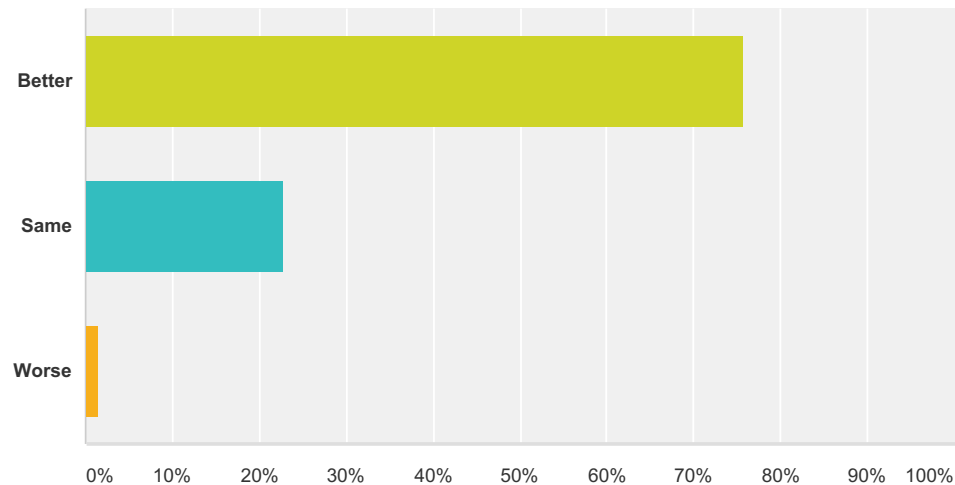
Q7 What topics or subject matter would you like presented at our annual certification preparation workshops?

Answered: 25 Skipped: 46

#	Responses	Date
1	land line development	1/28/2016 3:37 PM
2	A land review prep.	1/28/2016 3:34 PM
3	more information on solar fields and questions to answer for residence(doesn't derive value but we still list) or a brochure for them still confusing for the public	1/27/2016 9:54 AM
4	Secondary site analysis.	1/27/2016 8:32 AM
5	State land valuation Secondary lot valuation parameters	1/26/2016 3:37 PM
6	My Field Rep created his own detailed checklist of items he would be looking for during the process. I thought this was very helpful in keeping the project moving and we were not chasing small items (such as a copy of the zoning map & requirement) at the end of the process. I think BLA should formalize a check list and present it during the certification workshop.	1/14/2016 10:56 AM
7	Updating tables and codes	1/13/2016 1:26 PM
8	Proper classification of Chapter land and Mixed use properties.	1/13/2016 1:07 PM
9	Maybe something on valuation of rear acreage.	1/13/2016 10:46 AM
10	Solar Valuation	1/13/2016 10:46 AM
11	Review of New Growth and completing LA-13	1/13/2016 9:47 AM
12	Supplemental Tax Bills Deferrals (w/reverse mortgages) Public Records	1/13/2016 7:47 AM
13	Discussion about C & I properties for small communities with limited apartments and industrial and the majority of the commercial being owner occupied. Including "expanding the cap rate range". Discussion on best ways for developing cap rates with little data from your community available and those types of issues.	1/12/2016 3:08 PM
14	Maybe examples of the best and most concise narratives and excel sheets the reps have found were submitted	1/12/2016 1:00 PM
15	Whatever is newest.	1/12/2016 12:48 PM
16	Land Analysis, Solar	1/12/2016 11:34 AM
17	Solar Farm valuation process/procedures.	1/12/2016 11:33 AM
18	ANYTHING HELPFUL.. I ALWAYS THROUGH THE WORK SHOPS WERE VERY GOOD.	1/12/2016 11:12 AM
19	I learn best kinetically and visually so hands on would work best for me. Lectures, especially in large crowds don't allow the hands on experience which is typically when issues/questions/hysteria occur :)	1/12/2016 10:59 AM
20	NA	1/12/2016 10:03 AM
21	Review spreadsheets, land anaylsis	1/12/2016 9:53 AM
22	I would have benefited from a presentation that detailed just what the DOR is looking for, and how to present the data in an acceptable way. Perhaps that can be a one-day class for new assessors, or as a refresher for others, with timelines and specifics on the best way to prepare and present the data for review.	1/12/2016 9:44 AM
23	we are all still struggling with PILOTS for solar & wind	1/12/2016 9:39 AM
24	Perhaps present an outline of what you want covered in the valuation narrative	1/12/2016 9:39 AM
25	An overview on all the updates to Gateway would be helpful.	1/12/2016 9:38 AM

Q8 How did the FY2016 new growth review compare to prior years new growth review?

Answered: 70 Skipped: 1



Answer Choices	Responses
Better	75.71% 53
Same	22.86% 16
Worse	1.43% 1
Total	70

#	Please provide additional comments.	Date
1	The new growth review was very efficient and I appreciate that. I hope that it was a result of proving narrative information on the LA13 that explained the reasons for the positive or negative growth in the various classes as compared to the growth over the previous three years.	1/27/2016 3:32 PM
2	The economy is getting better so new homes and additions have increased the new growth	1/27/2016 9:54 AM
3	Went very smoothly compared to my prior year which took more prep time by me.	1/26/2016 1:51 PM
4	Only slightly worse. Again, this year's review seemed to be more a bit more plodding. There have been some changes in the DLS personnel we deal with - perhaps next year we communicate with DLS staff prior to submission to ensure the support materials are both well understood and suitable for DLS needs.	1/26/2016 1:40 PM
5	Field Reps are familiar with their communities and have a better feel for the major projects that have occurred recently in the community. This localized knowledge seems to have eliminate a lot of the ridiculous questions we used to get. Again, another major improvement in the process!	1/14/2016 10:56 AM
6	We had a huge jump in new growth this year due to the multi-use district that came on line last year. Even with this, the process seemed easier because my rep was already familiar with what was going on in my community.	1/13/2016 10:46 AM
7	Same but very good. I have always had a positive experience with growth. We maintain detailed reports during the year so that we have a good understanding of the growth and it has been our experience that putting that information into a narrative to go along with the LA13 allows for BLA to understand what has occurred in our community each year relative to growth.	1/12/2016 3:08 PM
8	New growth was handled better this year. The certification advisor was able to approve new growth quicker, I think, because he knew the community and knew first hand what projects were going on in town.	1/12/2016 2:19 PM
9	Because it was your adviser, he knew alot of the what happened from the year before. Less questions.	1/12/2016 1:27 PM

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10	It was better because it was done by the same person who did the rest of the certification, had a good dialog already established	1/12/2016 1:00 PM
11	It was nice and smooth....	1/12/2016 11:53 AM
12	LA-13 was still difficult to complete, but response time for questions/approval was much quicker this year.	1/12/2016 11:25 AM
13	BETTER THEN EVER.	1/12/2016 11:12 AM
14	this was my first year. Based on how it went, I know I will be gathering data on an ongoing basis and auditing other system users to ensure the data is being captured as we go rather than scrambling at the end.	1/12/2016 10:59 AM
15	Having the field advisor review new growth seemed to make a lot of sense. He already had a good working knowledge of the town and the major growth projects due to his field review process and discussions with the chief appraiser.	1/12/2016 9:38 AM
16	Again, cannot comment, first revaluation	1/12/2016 9:35 AM

Q9 We value your feedback. Please use the space below to provide suggestions or comments regarding the certification process, new growth review, and/or certification workshops.

Answered: 29 Skipped: 42

#	Responses	Date
1	I think that progress is being made in decentralizing the certification process. The local advisers know their communities and should be given the confidence they deserve in taking on more responsibility for the approval process.	1/29/2016 11:33 AM
2	Was very happy that we dealt with our representative throughout the whole process. Felt like better communication and support.	1/28/2016 3:35 PM
3	I feel the work shops are extremely helpful and IGR's. Please continue them (:	1/27/2016 9:55 AM
4	Thrilled with how clear the process was this year Thank you	1/26/2016 1:51 PM
5	Overall I though this year's certification process was an improvement over the recent past, and maybe our best experience yet. Review was thorough, and there was little in the way of surprises. That being said, I hope the Administration is successful in its pursuit of the 5 year certification program with the Legislature. I think it will benefit both DLS and cities and towns. We are already thinking about improvements we can make to our trending process to accommodate longer periods between revaluations.	1/26/2016 1:44 PM
6	During the initial review process when field cards are requested we are now submitting hard copies. I would suggest that the on-line data bases be used which would be less waste of resources.	1/26/2016 12:39 PM
7	Although the certification review and the LA13 review were the "same", I feel that the entire process was a slow and lengthy process. In the past the entire certification timeline from the submission of the LA3 to the approval of a tax rate was one month at the most - this year it took two months - I know that the Department of Revenue has made cuts and have not replaced some of the retiree's, but feel that too much has now been given to the individual Community Advisors i.e. responsible for additional cities/towns, the approval of New Growth, etc. and do not feel that the cuts/non-replacements have improved the certification process at all.	1/20/2016 7:23 AM
8	I thought our Field Rep did a lot of great work reviewing things such as the LA-3, .Land charts and State owned land in the Spring. Issue were found early in the process which virtually eliminated problems surfacing at the end. My certification experience was very positive and completed much quicker than previous certifications.	1/14/2016 11:01 AM
9	Please - no more loss of help at the DOR !!! You guys are short staff as is!!!!	1/13/2016 1:59 PM
10	Thank you for all of your assistance this year. You all provided remarkable service!	1/13/2016 1:13 PM
11	In general, I feel the Bureau of Local Assessment is doing a good job. My main problem with certification this year was because my Rep was new and I had been out of the office for most of the year due to medical issues.	1/13/2016 10:48 AM
12	I thought the presentation was great.	1/13/2016 9:55 AM
13	It seems more streamlined now that most of the process is done locally.	1/13/2016 9:31 AM
14	I thought the certification process was very smooth. My field rep assisted with communication to others which was great. Our trouble spot was with the recap sheet.	1/13/2016 7:50 AM
15	The changes that have been made have been excellent	1/12/2016 1:01 PM
16	Towns should not be required to conduct a full measure & list when changing mass appraisal systems. This only benefits the contractors.	1/12/2016 12:49 PM
17	Certification Workshops in Franklin or Berkshire county would be nice - even Hampshire - Springfield is just too far to go and to be honest - the building is not in the safest of neighborhoods and parking is a nightmare.	1/12/2016 11:55 AM
18	I think that every year the process gets better, education and experience by the DOR and Assessors has proven beneficial...	1/12/2016 11:35 AM

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19	I was concerned about making the transition from one certification advisor, Grace Sandell, to another, Jennifer Silvia, during a re-certification year might prove difficult, but I was pleased with the way that Jennifer conducted herself. She is a real pro with sound communication skills and a depth of knowledge. I knew that it would be difficult to fill Grace's shoes, but Jennifer was up to the task.	1/12/2016 11:33 AM
20	THIS YEAR WAS THE SMOOTHNESS YEAR FOR THIS OFFICE AND I HAVE THROUGH MANY YEARS OF CERTIFICATION. I FEEL THE OWNERS ARE MORE AWARE OF CERTIFICATION AND REASON FOR.	1/12/2016 11:18 AM
21	Small workshops with "real life case study" type work so participants can work through what they'll deal with in their office.	1/12/2016 11:01 AM
22	Keep up the good work in reviewing and making changes that make it a workable process for Assessors to complete on time.	1/12/2016 10:24 AM
23	Continue with new enhanced process which provides continuity throughout the entire process with the field representative.	1/12/2016 10:15 AM
24	FY16 was overall an improvement over FY13	1/12/2016 10:00 AM
25	This more streamlined, new growth being approved by your advisor speeds up the process.	1/12/2016 9:55 AM
26	I would have benefited from a presentation that detailed just what the DOR is looking for, and how to present the data in an acceptable way. Perhaps that can be a one-day class for new assessors, or as a refresher for others, with timelines and specifics on the best way to prepare and present the data for review.	1/12/2016 9:44 AM
27	There were major improvements and streamlined processes between FY13 and FY16 certification process. Please keep moving in this direction.	1/12/2016 9:40 AM
28	It took much longer than in previous years but was a learning tool for me as an assessor.	1/12/2016 9:40 AM
29	I commend you for getting all of us through the process with the limited staffing you have.	1/12/2016 9:39 AM